



## Innovation Hub – Communications & Operations Lead

### About the Innovation Hub

The Innovation Hub is a student-driven research collective that uses a peer-to-peer approach to understand the needs of U of T students. Campus partners provide us with real design challenges, and we hire teams of interdisciplinary students to work on each project using a consulting model. Student team members are empowered to understand their peers' needs using human-centered design and learning as they go, building confidence through practical work experience. Our projects range in scope from designing campus spaces and services, policy evaluation, listening to the needs of students from equity-deserving groups, ideating for the future, and more.

### Working at the Innovation Hub

The Innovation Hub works because of the people who work here! We seek to design *with* students, rather than *for* students. Working at the Innovation Hub is an opportunity to join a cross-functional, cross-disciplinary team of passionate people. Innovation Hub team members learn valuable skills that can be applied across various career contexts.

### Anti-Oppression Commitment

The Innovation Hub is committed to being equitable, anti-oppressive and to prioritizing the lived experiences of marginalized students. As such, any forms of discrimination will not be tolerated, including but not limited to racism, sexism, islamophobia, homophobia, transphobia, ableism, and anti-Semitism.

## Communications & Operations Lead

Directly supporting the Manager, Innovation Hub, the Communications & Operations Lead takes a leadership role in all elements of communications and operational planning and supports strategic and operational planning for the Innovation Hub. The Communications & Operations Lead supports all day-to-day operations, graphic design, audiovisual storytelling, UX/UI website development, and the Innovation Hub blog; creating and carrying out training for team members, coaching Team Leads, meeting with project partners, ensuring project milestones are met, and presenting the work to partners and within the broader University of Toronto community. The Communications & Operations Lead also maintains all Innovation Hub documentation related to operations and communications, ensuring that Innovation Hub procedures and practices are user-friendly, and meet excellent standards.

### Strategic Leadership:

- An active member of the core leadership team, directly working with the Manager, Innovation Projects, guiding the strategic and operational decision making at the Innovation Hub

- Works closely with the Research Lead and Project Assistant to move all Innovation Hub work forward, and provide strategic leadership

#### Communications:

- Directly Manages the Graphic Design, Audiovisual Storytelling, UX/UI, and Blog Editor Teams
- Manages all communications strategy and materials for Innovation Hub projects
- Oversees deliverables and timelines of communications-related work, including graphic design and formatting, website development, content development, events and more for Innovation Hub projects
- Supports developing resources and workflows for project communications materials
- Ensures quality control of all materials, including meeting the brand & vision of the Innovation Hub and that materials are accessible for web, digital, and print
- Oversees all Innovation Hub communications including graphic design, websites and web projects, blogs, videography and video projects, photography and videography projects, and other audiovisual storytelling work to ensure work is completed on time to Innovation Hub standards with full accessibility
- Develops materials outside of the scope of design thinking projects, including presentations, professional development, and conference proposals

#### Operations:

- Works directly with the Project Assistant, under the direction of the Manager, Innovation Projects to take lead responsibility of all operational aspects of the Innovation Hub
- Provides day-to-day support to the Manager, Innovation Projects and Innovation Hub teams
- Manages payroll & timesheet deadlines, communicates with the Project Assistant on payroll, and ensures timesheets are collected in a timely manner
- Leads administration of hiring processes, workflows, and timelines
- Leads administration of annual flow of projects including the call for new projects, creating project proposals and all project-related workflows
- Supports the Project Assistant and team members with administrative and operational processes & inquiries

#### Project Management

- Oversees the creation and execution of project plans for every initiative at the Innovation Hub, adjusting timelines as necessary
- Coordinates with the Manager, Innovation Projects, Project Assistant, and Research Lead on project timelines & needs

#### Supporting Student Teams & Workplace Support

- Supports Leadership team members in supervising, coaching and leading their team members

- Designs role-specific training for all teams in collaboration with Team Leads
- Works with the Research Lead to manage the Innovation Hub's Process Guides and carries out day-to-day operations in line with Innovation Hub operational standards
- Supports the Graphic Design, UX/UI and Audiovisual Storytelling Team Leads in supervising their work-study team members
- Organizes and leads community and/or partner events or initiatives (as needed)

### Events & Administration

- Supports the Research Lead in carrying out research processes, workflows, and timelines
- Develops materials outside of the scope of design thinking projects, including presentations, professional development, or conference proposals
- Takes a leadership role in planning, strategy and execution of Innovation Hub events, orientation and training

### Qualifications

- Bachelor's Degree or an acceptable equivalent combination of education and experience
- Minimum three years of related experience in communications, graphic design, website design
- Demonstrated leadership experience with diverse populations, including direct management of a team and experience coaching team members
- A self-starter who takes initiative and is not afraid to fail early to succeed more quickly
- Demonstratable proactive time-management skills and desire to work in a fast-paced, entrepreneurial environment balancing multiple projects
- A strategic thinker with a creative mind who can support team members in building visionary strategies for their work
- Ability to interact with multiple stakeholders, work with a team, make routine decisions, and respond to basic inquiries
- A high-capacity individual who can balance multiple projects and work within tight deadlines - demonstrated ability to organize tasks and balance multiple competing priorities
- High level of patience and strong conversational skills who takes a collaborative approach, enjoys working in teams with diverse members & perspectives
- Project management, ability to manage conflicting priorities and deadlines
- Technical Skills: graphic design skills, website management, visual media (Familiarity with Adobe Illustrator, Adobe Photoshop, InDesign, Figma, and WordPress required)
- Computer skills: Outlook, PowerPoint, Word, Excel, TEAMS, SharePoint, Miro, Mural, Zoom
- Exceptional writing skills, including plain-language writing
- Demonstrated oral communication and presentation skills with diverse audiences
- Excellent interpersonal, organizational, conflict mediation, troubleshooting, and problem-solving skills.
- Strong grounding in principles of equity, diversity & inclusivity – ability to take an equity-based approach to leading teams and projects.

## Job Details

- Contract Length: 15 months from April, 2025 – June 2026
- Hours per week: 40 hours (8:00am – 5:00pm Monday – Friday with a 1-hour unpaid lunch)
- Wage: \$35.79/hour